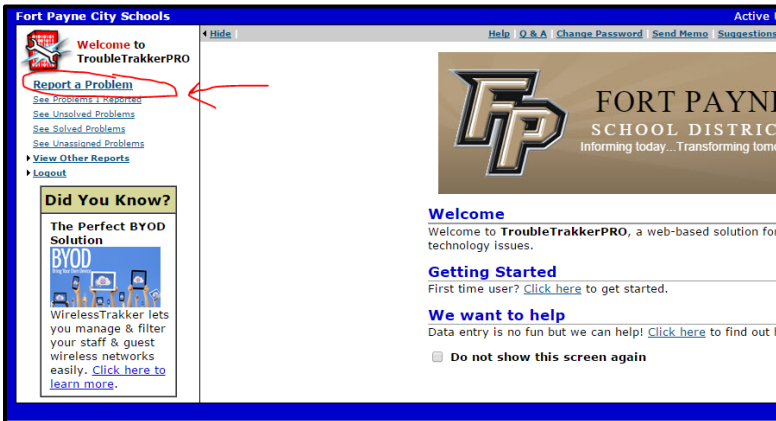


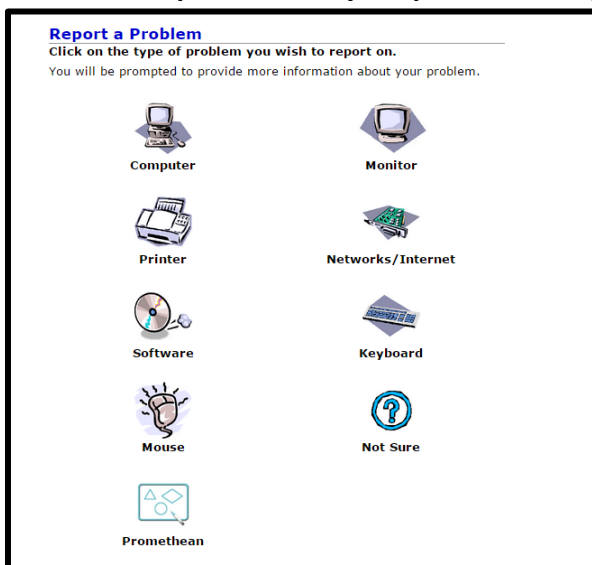
Help Desk Trouble Tracker

SIX EASY STEPS to report technical issues needing to be fixed!

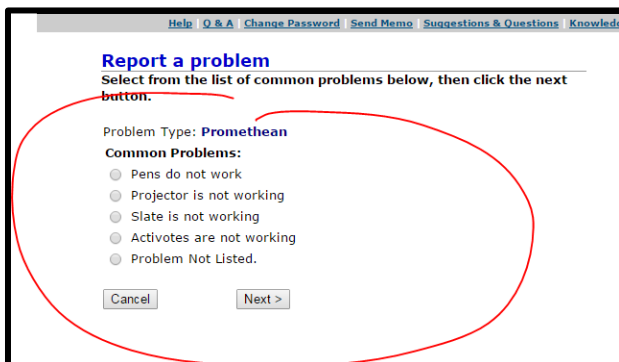
1. Go to this [LINK](#) and sign in using your username(prefix of your school email excluding @fpcsk12.com) and password of **fortpayne01**.
2. Click "REPORT A PROBLEM:"



3. Choose the option that is your problem category:



4. Complete the information (this is an example from a Promethean problem category):



5. Be sure to complete these fields:

Report a problem

Please complete the form below.
⊕ Indicates required field.

Reported by: **Jackie Jennings**

Problem Type: **Promethean**

Priority: Normal ▾

Building: -- Select A Building -- ▾ ⊕

District serial #:

Vendor serial #:

Room #:

Please provide any additional details here. ⊕

Problem Not Listed.

To attach a file to this ticket, click **Browse** and select a file, then click **Attach File**.

No file chosen

Click the trash can icon to delete attached files.

Attached files Size

No files attached

6. When submitted successfully-this screen will appear:

Report a problem

Thank you!

Your problem has been reported and you will receive a confirmation message.

RE: Ticket 3676-8-12-2015

Would you like to report another problem?

Request Age: 0 (in days) Status: Open 3676-8-12-2015

Request Information [View work order](#)

Submit Date: Wednesday, August 12, 2015 11:46 AM	User Priority: Normal
Tech Priority: Normal	Reported By: Jackie Jennings
Building: Fort Payne High School	Problem Type: Promethean
Asset Item: None	Assigned To: Unassigned
Room:	District serial #:
Vendor serial #:	Room #: Jackie

Problem Description:
This is a test-Ignore-I am creating an instruction sheet with images.

Work History
No work to be shown